

Addendum to NDIS Support Agreement

The following changes to the Participate NDIS Support Agreement take effect on 01/07/2019

1. 2.10 Cancellation Periods

Please inform us of any booking changes or cancellations with 48 hours' notice, by calling your allocated Support Facilitator Monday to Friday between 9.00am and 5.30pm or Participate Australia after hours on 0434 126 294.

Please leave a message between the hours of 8pm and 8am, and a staff member will respond first thing in the morning.

Participants will be charged 90% of the regular activity fee if the participant cancels with short notice. Participate Australia defines short notice as:

- When a participant does not show up for a scheduled support within a reasonable time, or is not present at the agreed place and within a reasonable time when the provider is travelling to deliver the support.
- When a cancellation is made with less than two (2) clear business days' notice for a support that meets both of the following conditions:
 - the support is less than 8 hours continuous duration; AND
 - the agreed total price for the support is less than \$1000; or
- When a cancellation is made with less than five (5) business days' notice for any other support.

If Participate Australia is able to find other work for the support worker who is impacted by a cancellation, or we are able to find a replacement participant for the affected group activity, we may not charge the 90%.

If you think that this is not justified owing to extenuating circumstances, you may apply for a waiver.

2. 3.10 Temporary Transformation Payment

Participate Australia shall charge for supports in accordance with the latest NDIS Support Catalogue. Where a Temporary Transformation Payment (henceforth TTP) rate is available for a support, Participate Australia shall charge at the TTP rate. When providing quotes for supports where a TTP rate is available Participate Australia shall provide the TTP rate in the quote.